



STATE OF HAWAII  
DEPARTMENT OF HUMAN SERVICES  
810 Richards Street, Suite 400  
Honolulu, Hawaii 96813

November 16, 2004

**MEMORANDUM**

TO: Purchase of Services Applicants

FROM: Amy Tsark, Acting Administrator  
Social Services Division

SUBJECT: ADDENDA AND QUESTIONS AND ANSWERS FOR REQUESTS FOR  
PROPOSALS ISSUED OCTOBER 12, 2004

Attached for your information are addenda for the Requests for Proposals (RFPs) that were issued October 12, 2004, by the Social Services Division of the Department of Human Services (DHS). The purposes of the addenda are to make corrections to the RFPs and to provide clarification. In addition to revisions and corrections that apply generally to all of the RFPs, there are specific addenda for the following RFPs:

- HMS 301-14 Infant-Toddler Foster Care on Oahu
- HMS 301-56 Leeward Kokua Project on Oahu
- HMS 301-57 Mental Health and Supportive Living under Title IVB2 in West Hawaii

Also attached are questions and answers regarding various RFPs in accordance with Section 1, item VI, of the RFP pertaining to the submission of questions. If you have further questions about any of the RFPs, please contact the person designated in part II.F of Section 2 of the RFP. Thank you for your interest in this procurement.

Attachments

# **DEPARTMENT OF HUMAN SERVICES**

## **SOCIAL SERVICES DIVISION**

### **ADDENDA FOR RFPs ISSUED 10/12/04**

#### **SECTION 2:**

##### **ALL RFPs**

Section 2, part III.B.4.c for all of the RFPs has been revised to clarify that the effectiveness of the contract will be evaluated according to key indicators from Forms A, B, and C which will be agreed to and identified during the award and contracting process. The original language gives the impression that effectiveness will be evaluated based on all of the items in Forms A, B, and C. The revised language is attached.

##### **HMS 301-14: Infant-Toddler Foster Care on Oahu**

- Revisions have been made to Form B on page 2-15 of Section 2 of the RFP as follows and the revised Form B is attached:  
Item #1 on Form B has been revised to indicate that the # of medically complex foster homes licensed/re-licensed including respite homes is 9.  
Item #2 on Form B has been revised to indicate that the # of special care foster homes licensed/re-licensed including interim homes is 4.  
Item #3 on Form B has been revised to indicate that the # of interim foster homes licensed/re-licensed for 2 beds each is 2.

##### **HMS 301-56: Leeward Kokua Project on Oahu under Federal Title IVB2**

- Shortly after issuing this RFP on October 12, 2004, we noticed formatting problems with headers and footers and the numbering of various items in Section 2. Beginning October 15, 2004, a corrected version has been distributed and has been on the website. The changes are not substantive, so applicants who have the original version can use it, or they can request or download the reformatted version.

##### **HMS 301-57: Mental Health & Supportive Living Services in West Hawaii under Federal Title IVB2**

- Shortly after issuing this RFP on October 12, 2004, we noticed formatting problems with headers and footers and the numbering of various items in Section 2. Beginning October 15, 2004, a corrected version has been distributed and has been on the website. The changes are not substantive, so applicants who have the original version can use it, or they can request or download the reformatted version.
- Revisions have been made to Form B on page 2-17 and Form C on page 2-18 in Section 2 of the RFP. "Mentoring Activities" and "Outreach and Support Activities" have been deleted from Form B. On Form C for item #3, the 3 month follow-up has been changed to a 6 month follow-up. On Form C for item #4, the 6 month follow-up has been changed to a 1 year follow-up. Revised Forms B and C are attached.

**SECTION 4 FOR ALL RFPs:**

- Category 7, Accounting System, of Section 4 of the RFP has been revised to indicate that this category will not be scored. The original RFP specified a maximum score of 6 points and a satisfactory score of 3.6 points. Page 4-4 is revised accordingly and is attached.
- The total number of points under this RFP has been revised to reflect the change to category 7. The total number of possible points will now be 94 points rather than 100 points. Page 4-2 is revised accordingly and is attached.

# DEPARTMENT OF HUMAN SERVICES

## SOCIAL SERVICES DIVISION

### QUESTIONS & ANSWERS FOR RFPs ISSUED 10/12/04

#### GENERAL

1. **How many budgets (fiscal years) are applicants expected to submit with their proposals?**

Because the initial term of the contract is one (1) year with an option to extend, applicants are expected to submit a budget for fiscal year 2006 only.

2. **In Section 2, part II.E, Single or Multi-Term Contracts to Be Awarded, there is a table with specific contract terms. Do these contract terms only apply to multi-term contracts?**

Although there is an asterisk for multi-term contracts that relates to the contract terms in the table, any contract terms specified in the table apply to whatever contract term is checked (single or multi-term).

#### **HMS 301-04: Sex Abuse Treatment and Services Statewide**

1. **What happens if we go over the 40% of individual units? Will we not get paid?**

That is correct. Waiting lists will have to be established or the extra units will have to be provided at no additional cost.

2. **What happens if the DHS worker does not want a client to participate in the required group?**

Although the RFP states, "All individuals shall have group services," it continues to be at the discretion of the DHS social worker. We would hope that the DHS social worker will consider the situation, the client, and what the therapist has advised when making that determination.

3. **If a group is closed, do we need to add clients to the group or can we service them in another way?**

According to Section 2, item III.A.1.e.v on page 2-11 of the RFP, "All individuals shall have group services. The PROVIDER shall be responsible for determining group placement. For those clients who will need to wait for the next group to begin, immediate, ongoing services/treatment shall be provided." Thus, you can and must service clients in another way.

#### **HMS 301-14: Infant-Toddler Foster Care on Oahu**

1. **In Section 2 of the RFP, page 2-4, item #9 requires that the provider must evaluate its program by using credible and tested measurement tools for program effectiveness. It is difficult to find a tool that can be used to effectively measure how placement in the infant/toddler foster care program impacts the development of the child.**

Item #9 is covered by #4 on the Administrative Assurances (see Section 5, Attachment H, of the RFP). Therefore, this does not need to be addressed in the Work Plan or anywhere else in the proposal. Also, "credible and tested measurement tools" can be a straightforward, practical process which the agency uses to evaluate the program. It does not have to be an instrument that has been tested for validity and reliability.

**HMS 301-57: Mental Health & Supportive Living Services in West Hawaii under Federal Title IVB2:**

- 1. One of the service activities is called "residential supportive living services" on page 2-11. Is this a residential program/environment?**

The current provider pays the portion of the client's fee to stay at a residential program called Bridgehouse. Funding allocated per client by the current provider is \$1,000.

**HMS 601-01: Adult Day Care Services Statewide:**

- 1. Can an agency apply to serve part of Oahu only, or must applicants propose to serve island wide?**

The provider for Adult Day Care Services is expected to serve the entire island of Oahu.

- 2. In Form A what is the source of the numbers in the table? Is 11 people the State's estimate of the total number of people to be served?**

Form A, People to be Served, of the RFP is an estimate or goal for the number of people to be served under this contract in a given year. It is based on an estimation of what we know or think, past history, trends, etc. You may propose different numbers or items than those specified as long as a justification for those differences is provided. Please see Section 3, item VI, Forms A, B, and C, of the RFP. These numbers may also be amended during the course of this contract based upon increases or decreases in funding. Only 11 people to be served is the goal on Oahu. However, a provider may exceed this number if possible.

**HMS 601-02: Adult Chore Services Statewide:**

- 1. Can an agency apply to serve part of Oahu only, or must applicants propose to serve island wide?**

The provider for Adult Chore Services is expected to serve the entire island of Oahu.

- 2. In Form A what is the source of the numbers in the table?**

Form A, People to be Served, of the RFP is an estimate or goal for the number of people to be served under this contract in a given year. It is based on an estimation of what we know or think, past history, trends, etc. You may propose different numbers or items than those specified as long as a justification for those differences is provided. Please see Section 3, item VI, Forms A, B, and C, of the RFP. These numbers may also be amended during the course of this contract based upon increases or decreases in funding.

**3. Can an applicant propose a different unit of service or a different unit rate than what is specified in Section 2 of the RFP?**

The RFP states, “Any definition of a unit of service and a unit rate in this RFP and in the contract may be changed by mutual agreement of the PROVIDER and the STATE.” You may therefore propose your own unit or unit rate. The Department will consider alternative definitions and rates and will expect reasons and justifications to be given for any proposed changes.

**4. What does “providing minimal assistance” mean on the last page of the Work Plan attached to Section 2 of the RFP? Are you referring to providing the client with minimal assistance in personal care or mobility or ADL**

“Providing minimal assistance” means providing minimal assistance, or standby assistance, with bathing, dressing, grooming, etc. which may be considered personal care. It does not refer to mobility.

**5. Since our agency is less than a year old at this time, we have not had a financial audit. How should we respond to the requirement in category #7, Accounting System, in Section 3 of the RFP**

If your agency is agreeing to be paid by the number of units of service delivered as indicated in Section 2 of the RFP, an audit is not required. An audit is only required when an applicant’s proposed pricing structure includes cost reimbursement, or a base rate of more than 60% of the total funding. If this is the case and your agency has not yet been audited, you may submit other documentation which demonstrates to the Department the adequacy of your accounting system.

Documenting an adequate accounting system under a cost reimbursement or base rate structure means documenting the ability to keep accurate financial and program records, generate timely reports, or be in compliance with generally accepted accounting principles. This is in accord with the procurement rules on an adequate accounting system.

Please note that Section 4 of the RFP, Proposal Evaluation, is being revised by addendum to make category #7, Accounting System, an unscored category. See “Addenda for RFPs Issued 10/12/04” above.

**HMS 601-03: Adult Personal Care in Maui County:**

**1. Can an applicant propose a different unit of service or a different unit rate than what is specified in Section 2 of the RFP?**

The RFP states, “Any definition of a unit of service and a unit rate in this RFP and in the contract may be changed by mutual agreement of the PROVIDER and the STATE.” You may therefore propose your own unit or unit rate in your proposal. The Department will consider alternative definitions and rates and will expect reasons and justifications to be given for any proposed changes.

## FORM B – SERVICE ACTIVITIES (Revised)

ORGANIZATION: \_\_\_\_\_

PROGRAM/SERVICE: Infant/Toddler Foster Care

SITE (S): Oahu

SERVICE ACTIVITIES	BUDGET PERIOD
	FY06
1. # of medically complex foster homes licensed/re-licensed including respite homes	9
2. # of special care foster homes licensed/re-licensed including interim homes	4
3. # of interim foster homes licensed/re-licensed for 2 beds each	2
4. # of information/training sessions provided to foster parents	7
5. # of information/training sessions with appropriate community resources for foster parents	14
6. # of group support meetings for foster parents	12
7. # of medical/other consultation services arranged	20
8. Average length of placement per infant/toddler in medically complex foster homes &/or special care foster homes	9 months
9. Average # of visits in the home when reunification is the plan	2/week
10.	

## FORM B – SERVICE ACTIVITIES (Revised)

ORGANIZATION: \_\_\_\_\_

PROGRAM/SERVICE: Title IV-B Subpart 2 Mental Health and Supportive Living Program

SITE: West Hawaii

SERVICE ACTIVITIES	ANNUAL
1. Assessments	200 Families
2. Service Coordination and Case Management	200 Families
3. Counseling Services	125 Families
4. Educational Activities	50 Families
5. Supportive Living Activities	10 Individuals
6.	
7.	



## FORM C – OUTCOMES (Revised)

ORGANIZATION: \_\_\_\_\_

PROGRAM/SERVICE: Title IV-B Subpart 2 Mental Health and Supportive Living Program

SITE: West Hawaii

OUTCOMES	ANNUAL
1. Individuals completing service plan	80%
2. Individuals completing service plan that have established and implemented a child safety plan at case closure	95%
3. Families completing service plan that have no new report of child abuse or neglect at 6 month follow-up	90%
4. Families completing service plan that have no new report of child abuse or neglect at 1 year follow-up	95%

<b>Phase II: Evaluation of POS Proposal Application:</b>	
<b>Evaluation Categories</b>	<b>Possible Points</b>
Experience	9
Organization	12
Facilities	8
Service Delivery (Work Plan)	48
Staff Qualifications	8
Forms A, B, and C	9
Accounting System	0
Financial (non-scored item)	0
<b>TOTAL POSSIBLE POINTS</b>	<b>94</b>

### III. Evaluation Criteria

**NOTE:** Applicants that address all of the required elements for a category as specified below will obtain at least a satisfactory score for that category. If they do not address all of the specified elements, they will receive less than satisfactory. If the review panel believes they addressed all of the elements and did so in an exceptional manner, the panel may award a score above satisfactory up to the maximum number of points for that category.

The panel will rate every category on a scale of 0 through 5 and convert that rating to a point score. For example, a satisfactory score for a category is calculated by dividing the maximum number of points for that category by 5 and multiplying that by 3. Each category below gives the maximum point score and the satisfactory point score in parentheses based on this system.

#### 1. Experience (Maximum = 9 Points; Satisfactory = 5.4 Points)

The proposal includes a listing of verifiable experience with projects or contracts for the most recent eight years that are pertinent to the service activities detailed in Section 2, Part III, Scope of Work, of this RFP. Where contracts are listed, the following information has been provided:

- Contract number;
- Contracting agency;
- Contact person and phone number from the contracting agency; and
- Title of the service or a brief description of the service.

- b. The position descriptions for direct service staff reflect any minimum qualifications (including experience) specified in Section 2, Service Specifications, of this RFP.
- c. The position titles shall match the titles on the program or organizational chart in category #2.

NOTE: These shall be official agency position descriptions that shall be used in hiring staff for this program. Narrative summaries or resumes cannot substitute for these positions.

**6. Forms A, B, and C (Maximum = 9 Points; Satisfactory = 5.4 Points)**

The proposal includes numbers and percentages for all items on Form A-People to be Served, Form B-Services, and Form C-Outcomes. These forms are included in Section 2, Service Specifications, of this RFP. The review panel may compare Forms A, B, and C from competing proposals and give higher scores to the more advantageous proposals. Where the applicant gives different or additional numbers than those provided by DHS, a justification is provided.

**7. Accounting System (Not Scored)**

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the applicant has submitted with their proposal a copy of their most recent financial audit including any management letter that accompanied that audit.

The proposal includes a copy of the applicant's most recent financial audit. Negative audit findings will result in a score of less than satisfactory. At its option the review panel may seek technical assistance from Fiscal Management office staff or other DHS fiscal staff in seeking to understand the audit findings.

**NOTE: This is required only when the proposed pricing structure includes cost reimbursement or a base rate for more than 60% of the funding.**

**8. Financial (Not Scored)**

- a. The proposal includes the following budget forms **if a cost reimbursement pricing structure is proposed:**

SPO-H-205:	Budget
SPO-H-206A:	Personnel
SPO-H-206B:	Personnel – Taxes, Assessments, Fringe
SPO-H-206C:	Inter-Island Travel
SPO-H-206E:	Contractual Services - Administrative
SPO-H-206F:	Contractual Services - Subcontracts
SPO-H-206H:	Program Activities
SPO-H-206I:	Equipment Purchases

## **REVISION (underlined)**

### **SECTION 2, PART III.B.4.c**

## **ALL DHS SOCIAL SERVICES DIVISION RFPs ISSUED 10/12/04**

### **4. OUTCOME & PERFORMANCE/OUTCOME MEASUREMENTS**

- c. The effectiveness of the contract will be evaluated according to the utilization of the service (Form A, plus units of service provided if applicable), the levels of service provided (Form B), and the outcomes achieved (Form C). Where performance under the contract is 80% or less of key goal levels agreed to from Forms A, B, and C or, if applicable, the number of units of service provided is 80% or less of the program capacity, the PROVIDER will need to submit a corrective action plan to remedy the substandard performance, and at its option, the STATE may reduce payments or funding, or terminate the contract if the proposed corrective action is not successful.